

## Interview Summary

Application No.

09/941,680

Applicant(s)

SUZUKI ET AL.

Examiner

Benjamin R Bruckart

Art Unit

2155

All participants (applicant, applicant's representative, PTO personnel):

(1) Benjamin R Bruckart.

(3) \_\_\_\_\_.

(2) Remus F. Fetea.

(4) \_\_\_\_\_.

Date of Interview: 23 March 2005.

Type: a) ☐ Telephonic b) ☐ Video Conference

c) ☒ Personal [copy given to: 1) ☒ applicant 2) ☐ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☒ No.

If Yes, brief description: \_\_\_\_\_.

Claim(s) discussed: 1.

Identification of prior art discussed: Narasimhan and Mankude.

Agreement with respect to the claims f) ☐ was reached. g) ☒ was not reached. h) ☐ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: The examiner and applicant discussed the distinction over the Narasimhan reference with respect to collecting information from groups except the group that the first apparatus has initiated the transmission. We looked over and edited the claims to emphasis this point and try and distinguish it from the prior art of reference.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.



HOSAIN ALAM  
SUPERVISORY PATENT EXAMINER

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.



Examiner's signature, if required

## Summary of Record of Interview Requirements

### Manual of Patent Examining Procedure (MPEP), Section 713.04, Substance of Interview Must be Made of Record

A complete written statement as to the substance of any face-to-face, video conference, or telephone interview with regard to an application must be made of record in the application whether or not an agreement with the examiner was reached at the interview.

### Title 37 Code of Federal Regulations (CFR) § 1.133 Interviews

#### Paragraph (b)

In every instance where reconsideration is requested in view of an interview with an examiner, a complete written statement of the reasons presented at the interview as warranting favorable action must be filed by the applicant. An interview does not remove the necessity for reply to Office action as specified in §§ 1.111, 1.135. (35 U.S.C. 132)

#### 37 CFR §1.2 Business to be transacted in writing.

All business with the Patent or Trademark Office should be transacted in writing. The personal attendance of applicants or their attorneys or agents at the Patent and Trademark Office is unnecessary. The action of the Patent and Trademark Office will be based exclusively on the written record in the Office. No attention will be paid to any alleged oral promise, stipulation, or understanding in relation to which there is disagreement or doubt.

The action of the Patent and Trademark Office cannot be based exclusively on the written record in the Office if that record is itself incomplete through the failure to record the substance of interviews.

It is the responsibility of the applicant or the attorney or agent to make the substance of an interview of record in the application file, unless the examiner indicates he or she will do so. It is the examiner's responsibility to see that such a record is made and to correct material inaccuracies which bear directly on the question of patentability.

Examiners must complete an Interview Summary Form for each interview held where a matter of substance has been discussed during the interview by checking the appropriate boxes and filling in the blanks. Discussions regarding only procedural matters, directed solely to restriction requirements for which interview recordation is otherwise provided for in Section 812.01 of the Manual of Patent Examining Procedure, or pointing out typographical errors or unreadable script in Office actions or the like, are excluded from the interview recordation procedures below. Where the substance of an interview is completely recorded in an Examiners Amendment, no separate Interview Summary Record is required.

The Interview Summary Form shall be given an appropriate Paper No., placed in the right hand portion of the file, and listed on the "Contents" section of the file wrapper. In a personal interview, a duplicate of the Form is given to the applicant (or attorney or agent) at the conclusion of the interview. In the case of a telephone or video-conference interview, the copy is mailed to the applicant's correspondence address either with or prior to the next official communication. If additional correspondence from the examiner is not likely before an allowance or if other circumstances dictate, the Form should be mailed promptly after the interview rather than with the next official communication.

The Form provides for recordation of the following information:

- Application Number (Series Code and Serial Number)
- Name of applicant
- Name of examiner
- Date of interview
- Type of interview (telephonic, video-conference, or personal)
- Name of participant(s) (applicant, attorney or agent, examiner, other PTO personnel, etc.)
- An indication whether or not an exhibit was shown or a demonstration conducted
- An identification of the specific prior art discussed
- An indication whether an agreement was reached and if so, a description of the general nature of the agreement (may be by attachment of a copy of amendments or claims agreed as being allowable). Note: Agreement as to allowability is tentative and does not restrict further action by the examiner to the contrary.
- The signature of the examiner who conducted the interview (if Form is not an attachment to a signed Office action)

It is desirable that the examiner orally remind the applicant of his or her obligation to record the substance of the interview of each case. It should be noted, however, that the Interview Summary Form will not normally be considered a complete and proper recordation of the interview unless it includes, or is supplemented by the applicant or the examiner to include, all of the applicable items required below concerning the substance of the interview.

A complete and proper recordation of the substance of any interview should include at least the following applicable items:

- 1) A brief description of the nature of any exhibit shown or any demonstration conducted,
- 2) an identification of the claims discussed,
- 3) an identification of the specific prior art discussed,
- 4) an identification of the principal proposed amendments of a substantive nature discussed, unless these are already described on the Interview Summary Form completed by the Examiner,
- 5) a brief identification of the general thrust of the principal arguments presented to the examiner,  
(The identification of arguments need not be lengthy or elaborate. A verbatim or highly detailed description of the arguments is not required. The identification of the arguments is sufficient if the general nature or thrust of the principal arguments made to the examiner can be understood in the context of the application file. Of course, the applicant may desire to emphasize and fully describe those arguments which he or she feels were or might be persuasive to the examiner.)
- 6) a general indication of any other pertinent matters discussed, and
- 7) if appropriate, the general results or outcome of the interview unless already described in the Interview Summary Form completed by the examiner.

Examiners are expected to carefully review the applicant's record of the substance of an interview. If the record is not complete and accurate, the examiner will give the applicant an extendable one month time period to correct the record.

### Examiner to Check for Accuracy

If the claims are allowable for other reasons of record, the examiner should send a letter setting forth the examiner's version of the statement attributed to him or her. If the record is complete and accurate, the examiner should place the indication, "Interview Record OK" on the paper recording the substance of the interview along with the date and the examiner's initials.

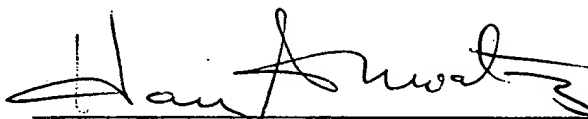
**BEFORE THE OFFICE OF ENROLLMENT AND DISCIPLINE  
UNITED STATE PATENT AND TRADEMARK OFFICE**

**LIMITED RECOGNITION UNDER 37 CFR § 11.9(b)**

Remus F. Fetea is hereby given limited recognition under 37 CFR § 11.9(b) as an employee of Oblon Spivak McClelland Maier & Neustadt PC to prepare and prosecute patent applications wherein the patent applicant is a client of Oblon Spivak McClelland Maier & Neustadt PC, and the attorney or agent of record in the applications is a registered practitioner who is a member of Oblon Spivak McClelland Maier & Neustadt PC. This limited recognition shall expire on the date appearing below, or when whichever of the following events first occurs prior to the date appearing below: (i) Remus F. Fetea ceases to lawfully reside in the United States, (ii) Remus F. Fetea's employment with Oblon Spivak McClelland Maier & Neustadt PC ceases or is terminated, or (iii) Remus F. Fetea ceases to remain or reside in the United States on an H-1 visa.

This document constitutes proof of such recognition. The original of this document is on file in the Office of Enrollment and Discipline of the U.S. Patent and Trademark Office.

**Expires: January 9, 2007**

A handwritten signature in dark ink, appearing to read "Harry I. Moatz", is written over a horizontal line.

Harry I. Moatz  
Director of Enrollment and Discipline



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## FACSIMILE

PLEASE CALL US AT (703) 413-3000 IF THE MESSAGE YOU RECEIVE IS INCOMPLETE OR NOT LEGIBLE

TO	Examiner: Benjamin R. Bruckart	March 14, 2005
	NAME	DATE
	US PTO	571-273-3982
	COMPANY/FIRM	FAX #
	NUMBER OF PAGES INCLUDING COVER: 41	CONFIRM FAX: <input type="checkbox"/> YES <input type="checkbox"/> NO
FROM	REMUS F. FETEA	212557US-2
	NAME	OUR REFERENCE
	(703) 413-2383	09/941,680
	DIRECT PHONE #	YOUR REFERENCE

## MESSAGE

Dear Examiner Bruckart:

Further to our phone conversation of March 11, 2005, please find enclosed claim amendments that I intend to discuss with you during a personal interview.

All the independent claims are amended to more clearly recite that the remote control system collects related information from all of the plurality of apparatuses except a group corresponding to an apparatus from which apparatus information is received when the apparatus information is received. In other words, the remote control system

With best regards,

*R Fetea*  
Remus F. Fetea

Unless otherwise indicated or obvious from the nature of the transmittal, the information contained in this facsimile message is attorney privileged and confidential information intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error or are not sure whether it is privileged, please immediately notify us by telephone and return the original message to us at the above address via the U.S. Postal Service at our Expense. Thank You.

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IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended): A remote control system configured to control a plurality of apparatuses divided into a predetermined number of groups, said remote control system including at least an image forming apparatus, comprising:

a central control system comprising at least a computer unit configured to receive information from said plurality of apparatuses and remotely control said plurality of apparatuses based on said information; and

an information collection unit configured to collect, based on said apparatus information ~~presently received from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information is received by said central control system ~~from any one of said plurality of apparatuses to be remotely controlled.~~

Claim 2 (Currently Amended): The remote control system according to claim 1, further comprising:

an information processing unit configured to process said related information which is acquired from said plurality of apparatuses and is collected by said information collection unit; and

an information transmission unit configured to ~~transmissively~~ connect to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said information processing unit[[:]].

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Claim 3 (Currently Amended): The remote control system according to claim 1, further comprising:

an information setting unit configured to set in advance of collecting said related information mid apparatus information, for which said collection process by said information collection unit is allowed.

Claim 4 (Original): The remote control system according to claim 1, wherein said information collected, from all of said plurality of apparatuses to be remotely controlled, by said information collection unit is related to pre-maintenance.

Claim 5 (Original): The remote control system according to claim 1, wherein said information collected, from all of said plurality of apparatuses to be remotely controlled, by said information collection unit is related to expendable supplies and material.

Claim 6 (Currently Amended): The remote control system according to claim 1, further comprising:

a group setting unit configured to set a group in advance of collecting said related information by dividing said plurality of image forming apparatuses into a predetermined number of groups.

Claim 7 (Original): The remote control system according to claim 2, further comprising:

an information alteration and addition unit configured to perform alteration and addition onto said information processed by said information processing unit.

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Claim 8 (Original): The remote control system according to claim 2, further comprising:

an information destination setting unit configured to set a destination of information transmission performed by said information transmission unit.

Claim 9 (Currently Amended): The remote control system according to claim 2, further comprising:

an information outputting unit configured to output said information processed by said information processing unit through at least one of ~~[[,]]~~ an image formation on a display device, a data recording on a paper sheet, or an audible voice.

Claim 10 (Currently Amended): The remote control system according to claim 2, further comprising:

an information transmitting unit configured to transmit said information processed by said information processing unit, in case when a request for acquiring said processed information is received from any ~~one~~ terminal unit of the terminal units.

Claim 11 (Currently Amended): A remote control system configured to control a plurality of apparatuses divided into a predetermined number of groups, said remote control system including at least an image forming apparatus, comprising:

a central control system comprising at least a computer unit configured to receive information from said plurality of apparatuses and remotely control said plurality of apparatuses based on said information;

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an information accumulation unit configured to accumulate apparatus information, in case when said apparatus information is received by said central control system from ~~any one~~ an apparatus of said plurality of apparatuses to be remotely controlled; and

information retrieval unit configured to retrieve, based on said apparatus information ~~presently received from said apparatus~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except the group corresponding to said apparatus when said apparatus information is received by said central control system ~~from any one of said plurality of apparatuses~~.

Claim 12 (Currently Amended): The remote control system according to claim 11, further comprising:

an information processing unit configured to process said related information which is acquired from said plurality of apparatuses and ~~being~~ is retrieved by said information retrieval unit; and

an information transmission unit configured to ~~transmissively~~ connect to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses, and subsequently transmitting said information processed by said information processing unit.

Claim 13 (Currently Amended): The remote control system according to claim 11, further comprising:

an information setting unit configured to set in advance of retrieving said related information said apparatus information, for which said retrieval ~~process~~ by said information retrieval unit is allowed.



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Claim 14 (Original): The remote control system according to claim 11, wherein said information which is acquired from said plurality of apparatuses and being retrieved by said information retrieval unit is related to pre-maintenance.

Claim 15 (Original): The remote control system according to claim 11, wherein said information accumulated, from all of said plurality of apparatuses to be remotely controlled, by said information accumulation unit is related to expendable supplies and material.

Claim 16 (Currently Amended): The remote control system according to claim 11, further comprising:

a group setting unit configured to set a group in advance of retrieving said related information by dividing said plurality of image forming apparatuses into [[a]] predetermined number of groups.

Claim 17 (Original): The remote control system according to claim 16, further comprising:

a plurality of communication adapters connected to said plurality of image forming apparatuses for communicating with said central control system,

wherein said group setting unit divides said plurality of image forming apparatuses into a number of groups each assigned to said communication adapters.

Claim 18 (Original): The remote control system according to claim 16, further comprising:

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a plurality of communication adapters connected to said plurality of image forming apparatuses for communicating with said central control system,

wherein said group setting unit divides said plurality of image forming apparatuses into a number of groups each assigned to a predetermined number of said respective communication adapters.

Claim 19 (Original): The remote control system according to claim 16, wherein said plurality of image forming apparatuses are interconnected by way of communication networks incorporating a network control unit, and

wherein said group setting unit divides said plurality of image forming apparatuses into a number of groups each assigned to an IP address in said network system.

Claim 20 (Original): The remote control system according to claim 16,

wherein said plurality of image forming apparatuses are interconnected by way of communication networks incorporating a network control unit, and

wherein said group setting unit divides said plurality of image forming apparatuses into a number of groups each assigned to a predetermined number of IP addresses in said network system.

Claim 21 (Currently Amended): The remote control system according to claim 12, further comprising:

an information alteration and addition unit configured to perform alteration and addition onto said information processed by said information processing unit.

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Claim 22 (Currently Amended): The remote control system according to claim 12, further comprising:

an information destination unit configured to set a destination of information transmission performed by said information transmission unit.

Claim 23 (Currently Amended): The remote control system according to claim 12, further comprising:

an information outputting unit configured to output said information processed by said information processing unit through at least one of[,] an image formation on a display device, a data recording on a paper sheet or an audible voice.

Claim 24 (Currently Amended): The remote control system according to claim 12, further comprising:

an information transmitting unit configured to transmit said information processed by said information processing unit, ~~in case where~~ when a request for acquiring said processed information is received from any one terminal unit of the terminal units.

Claim 25 (Currently Amended): A remote control system configured to control a plurality of apparatuses divided into a predetermined number of groups, the remote control system including at least an image forming apparatus, comprising:

a central control system comprising at least a computer unit configured to receive information from said plurality of apparatuses and ~~for remotely controlling control~~ said plurality of apparatuses based on said information;

an information collection unit configured to collect, based on ~~said~~ apparatus information ~~presently received from an apparatus of said plurality of apparatuses~~, related

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information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information is received by said central control system from any apparatus one of said plurality of apparatuses to be remotely controlled;

a first information processing unit configured to process said apparatus information received from any one of said plurality of apparatuses;

a first information transmission unit configured to ~~transmissively~~ connect to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses, and subsequently transmitting said apparatus information processed by said first information processing unit;

an information accumulation unit configured to accumulate information, ~~in case~~ when said information is received from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled;

an information retrieval unit configured to retrieve, based on said apparatus information ~~presently received from said apparatus~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information is received by said central control system from any ~~one~~ apparatus of said plurality of apparatuses;

a second information processing unit configured to process said apparatus information received from any ~~one~~ apparatus of said plurality of apparatuses and retrieved by said information retrieval unit;

a second information transmission unit configured to ~~transmissively~~ connect to the terminal units so as to control said plurality of image forming apparatuses, and subsequently

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transmitting said apparatus information processed by said second information processing unit; and

an information decision unit configured to determine whether or not an execution command is ~~send~~ sent to any one of processing steps, said information collection unit, said first information processing unit, said first information transmission unit, said information retrieval unit, said second information processing unit, and said second information transmission unit.

Claim 26 (Currently Amended): A method for controlling a plurality of apparatuses divided into a predetermined number of groups, the plurality of apparatuses including at least an image forming apparatus, comprising the step of:

receiving information relayed to a central control system from said plurality of apparatuses;

controlling remotely said plurality of apparatuses based on said information;

collecting information related to pre-maintenance and to expendable supplies and material from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to an apparatus that sends an apparatus information to said central control system, when said apparatus information related to pre-maintenance and to expendable supplies and material is received from ~~any one~~ said apparatus of said plurality of apparatuses;

processing received and collected information by information processing means;

~~transmissively~~ connecting said central control system to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses; and transmitting said information processed by said information processing means.

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Claim 27 (Original): The method according to claim 26, further comprising the step of:

providing alteration and addition onto said information processed by said information processing means.

Claim 28 (Currently Amended): The method according to claim 26, further comprising the step of:

outputting said information processed by said information processing means through ~~the means of~~ at least one of an image formation on a display device, a data recording on a paper sheet or an audible voice.

Claim 29 (Currently Amended): The method according to claim 26, further comprising the step of:

transmitting said information processed by said information processing means ~~[[.]]~~ ~~in~~ ~~case~~ when a request for acquiring said processed information is received from any ~~one~~ terminal unit of the terminal units.

Claim 30 (Currently Amended): A method for controlling a plurality of apparatuses divided into a predetermined number of groups, the plurality of apparatuses including at least an image forming apparatus, comprising the steps of:

receiving information relayed to a central control system from said plurality of apparatuses; and

controlling remotely said plurality of apparatuses based on said information;  
accumulating apparatus information for all of said plurality of apparatuses in a memory unit, ~~in case~~ when said apparatus information related to pre-maintenance and to

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expendable supplies and material is received from ~~any one~~ an apparatus of said plurality of apparatuses;

retrieving related information from said memory unit, based on said information presently received, ~~from~~ for all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted~~ except a group corresponding to said apparatus;

processing said received and retrieved information by information processing means; ~~transmissively~~ connecting said central control system to the terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses; and

transmitting said information processed by said information processing means.

Claim 31 (Original): The method according to claim 30, further comprising the step of:

performing alteration and addition onto said information processed by said information processing means.

Claim 32 (Currently Amended): The method according to claim 30, further comprising the step of:

outputting said information processed by said information processing means through ~~the means of~~ at least one of ~~[[,]]~~ an image formation on a display device, a data recording on a paper sheet or an audible voice.

Claim 33 (Currently Amended): The method according to claim 30, further comprising the step of:

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transmitting said information processed by said information processing means, ~~in case~~  
when a request for acquiring said processed information is received from any ~~one~~ terminal  
unit of the terminal units.

Claim 34 (Currently Amended): A central control system configured to control a  
plurality of apparatuses divided into a predetermined number of groups, said central control  
system including at least an image forming apparatus, based on information received by said  
central control system from said plurality of apparatuses, said central control system being  
included in a remote control system, comprising:

an information collection unit configured to collect, based on said apparatus  
information ~~presently received from an apparatus of said plurality of apparatuses~~, related  
information from all of said plurality of apparatuses included in all the groups ~~other than the~~  
~~one from which said information is originally transmitted, in case~~ except a group  
corresponding to said apparatus when said apparatus information related to pre-maintenance  
and to expendable supplies and material is received by said central control system from ~~any~~  
~~one~~ said apparatus of said plurality of apparatuses to be remotely controlled.

Claim 35 (Currently Amended): The central control system according to claim 34,  
further comprising:

an information processing unit configured to process said related information which is  
acquired from said plurality of apparatuses and is collected by said information collection  
unit; and

an information transmission unit configured to ~~transmissively~~ connect to terminal  
units provided by a plurality of service centers so as to control said plurality of image



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forming apparatuses, and subsequently transmitting said information processed by said information processing unit;

Claim 36 (Currently Amended): The central control system according to claim 34, further comprising:

an information setting unit configured to set in advance of collecting related information said apparatus information, for which said collection process by said information collection unit is allowed.

Claim 37 (Currently Amended): The central control system according to claim 34, further comprising:

a group setting unit configured to set a group in advance of collecting related information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 38 (Original): The central control system according to claim 35, further comprising:

an information alteration and addition unit configured to perform alteration and addition onto said information processed by said information processing unit.

Claim 39 (Original): The central control system according to claim 35, further comprising:

an information destination setting unit configured to set a destination of information transmission performed by said information transmission unit.

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Claim 40 (Currently Amended): The central control system according to claim 35, further comprising:

an information outputting unit configured to output said information processed by said information processing unit through at least one of ~~[[,]]~~ an image formation on a display device, a recording data on a paper sheet or audible voice.

Claim 41 (Currently Amended): The central control system according to claim 35, further comprising:

an information transmitting unit configured to transmit said information processed by said information processing unit, ~~in case~~ when a request for acquiring said processed information is received from any one terminal unit of the terminal units.

Claim 42 (Canceled).

Claim 43 (Currently Amended): A central control system configured to control a plurality of apparatuses divided into a predetermined number of groups, the central control system including at least an image forming apparatus, based on information received by said central control system from said plurality of apparatuses, said central system being included in a remote control system, comprising:

an information accumulation unit configured to accumulate information, ~~in case~~ when said information is received by said central control system from any one apparatus of said plurality of apparatuses to be remotely controlled; and

an information retrieval unit configured to retrieve, based on ~~said~~ apparatus information ~~presently~~ received from an apparatus of said plurality of apparatuses, related information from all of said plurality of apparatuses included in all the groups ~~other than the~~

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~~one from which said information is originally transmitted, in case~~ when said apparatus information related to pre-maintenance and to expendable supplies and material is received by said central control system from any ~~one~~ apparatus of said plurality of apparatuses.

Claim 44 (Currently Amended): The central control system according to claim 43, further comprising:

an information processing unit configured to process said related information which is acquired from said plurality of apparatuses and is retrieved by said information retrieval unit; and

an information transmission unit configured to ~~transmissively~~ connect to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses, and subsequently transmitting said information processed by said information processing unit;

Claim 45 (Currently Amended): The central control system according to claim 43, further comprising:

an information setting unit configured to set in advance of retrieving related information said apparatus information, for which said retrieval process by said information retrieval unit is allowed.

Claim 46 (Currently Amended): The central control system according to claim 43, further comprising:

a group setting unit configured to set a group in advance of retrieving related information by dividing said plurality of image forming apparatuses into [[a]] predetermined number of groups.

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Claim 47 (Original): The central control system according to claim 44, further comprising:

an information alteration and addition unit configured to perform alteration and addition onto said information processed by said information processing unit.

Claim 48 (Original): The central control system according to claim 44, further comprising:

an information destination setting unit configured to set a destination of information transmission performed by said information transmission unit.

Claim 49 (Currently Amended): The central control system according to claim 44, further comprising:

an information transmitting unit configured to transmit said information processed by said information processing unit, ~~in case~~ when a request for acquiring said processed information is received from any one terminal unit of the terminal units.

Claim 50 (Currently Amended): A central control system configured to control a plurality of apparatuses divided in a predetermined number of groups, the central control system including at least an image forming apparatus, based on information received by said central control system from said plurality of apparatuses, said central control system being included in a remote control system, comprising:

an information collection unit configured to collect, based on said apparatus information ~~presently~~ received from an apparatus of said plurality of apparatuses, related information from all of said plurality of apparatuses included in all the groups ~~other than the~~

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~~one from which said information is originally transmitted, in case~~ except a group  
corresponding to said apparatus when said apparatus information related to pre-maintenance  
and to expendable supplies and material is received by said central control system from any  
~~one apparatus~~ of said plurality of apparatuses to be remotely controlled;

a first information processing unit configured to process said apparatus information  
~~received from any one of said plurality of apparatuses;~~

a first information transmission unit configured to ~~transmissively~~ connect to terminal  
units provided by a plurality of service centers so as to control said plurality of image  
forming apparatuses, and subsequently transmit said apparatus information processed by said  
first information processing unit;

an information accumulation unit configured to accumulate information, ~~in case~~ when  
said information is received from any ~~one~~ apparatus of said plurality of apparatuses to be  
remotely controlled;

an information retrieval unit configured to retrieve, based on said apparatus  
information ~~presently received from said apparatus~~, related information from all of said  
plurality of apparatuses included in all the groups ~~other than the one from which said~~  
~~information is originally transmitted, in case~~ except a group corresponding to said apparatus  
when said apparatus information is received by said central control system from any ~~one~~  
apparatus of said plurality of apparatuses;

a second information processing unit configured to process said apparatus information  
from any ~~one~~ apparatus of said plurality of apparatuses and retrieved by said information  
retrieval unit;

a second information transmission unit configured to ~~transmissively~~ connect to the  
terminal units so as to control said plurality of image forming apparatuses, and subsequently

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transmit said apparatus information processed by said second information processing unit;  
and

a decision unit configured to determine whether or not an execution command is sent to ~~any~~ one of said information collection unit ~~means~~, said first information processing ~~means~~ unit, said first information transmission ~~means~~ unit, said information retrieval ~~means~~ unit, said second information processing ~~means~~ unit, and said second information transmission ~~means~~ unit.

Claim 51 (Currently Amended): A computer accessible recording medium, tangibly embodying a program of instructions executable by a central control system included in a remote control system to perform a method step for controlling a plurality of apparatuses divided in a predetermined number of groups, said central control system including at least an image forming apparatus, based on information received by said central control system from said plurality of apparatuses, ~~said central control system being included in a remote control system~~, said step comprising:

collecting by an information collection unit ~~said information~~ related to pre-maintenance and to expendable supplies and material ~~by information collection means~~ from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to an apparatus of said plurality of apparatuses when ~~said apparatuses~~ information related to pre-maintenance and to expendable supplies and material is received by said central control system from ~~any one~~ said apparatus of said plurality of apparatuses.

Claim 52 (Currently Amended): The computer accessible recording medium according to claim 51, further comprising the steps of:

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processing by an information processing means unit said information which is acquired by ~~any means of being received~~ from said plurality of apparatuses and ~~being is~~ collected by said information collection ~~means unit~~;

~~transmissively~~ connecting said central control system to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses, by an information transmission ~~means unit~~; and

transmitting said information processed by said information processing ~~means unit~~.

Claim 53 (Currently Amended): The computer accessible recording medium according to claim 51, further comprising the step of:

setting in advance of collecting said related information said apparatus information, for which said collection ~~process~~ by said information collection means is allowed.

Claim 54 (Currently Amended): The computer accessible recording medium according to claim 51, further comprising the step of:

setting a group in advance of collecting said related information by dividing said plurality of image forming apparatuses into ~~[[a]]~~ said predetermined number of groups

Claim 55 (Currently Amended): A computer accessible recording medium, tangibly embodying a program of instructions executable by a central control system included in a remote control system to perform method steps for controlling a plurality of apparatuses divided in a predetermined number of groups, the central control system including at least an image forming apparatus, based on information received by said central control system from said plurality of apparatuses, ~~said central control system being included in a remote control system~~, said steps comprising:

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accumulating said information, ~~in case~~ when said information is received by said central control system from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled; and

retrieving, based on ~~said~~ apparatus information ~~presently received from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information related to pre-maintenance and to expendable supplies and material is received by said central control system from any ~~one~~ apparatus of said plurality of apparatuses.

Claim 56 (Currently Amended): The computer accessible recording medium according to claim 55, further comprising the steps of:

processing by an information processing ~~means~~ unit said related information which is acquired ~~by any means of being received from said plurality of apparatuses and being is~~ retrieved by an information retrieval ~~means~~ unit;

~~transmissively~~ connecting said central control system to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses[[L]] by an information transmission ~~means~~ unit; and

transmitting said information processed by said information processing ~~means~~ unit.

Claim 57 (Currently Amended): The computer accessible recording medium according to claim 55, further comprising the step of:

setting in advance of accumulating said related information said apparatus information, for which said retrieval process by said information retrieval means is allowed.



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Claim 58 (Currently Amended): The computer accessible recording medium according to claim 55, further comprising the step of:

setting a group in advance of accumulating said related information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 59 (Currently Amended): The computer accessible recording medium according to claim 52, further comprising the step of:

performing alteration and addition onto said information processed by said information processing ~~means~~ unit.

Claim 60 (Currently Amended): The computer accessible recording medium according to claim 52, further comprising the step of:

setting a destination of information transmission performed by said information transmission ~~means~~ unit.

Claim 61 (Currently Amended): The computer accessible recording medium according to claim 52, further comprising the step of:

outputting said information processed by said information processing ~~means~~ unit through ~~the means of~~ at least one of [[.]] an image formation on a display device, a data recording on a paper sheet or an audible voice.

Claim 62 (Currently Amended): The computer accessible recording medium according to claim 52, further comprising the step of:

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transmitting said information processed by said information processing ~~means~~ unit, in  
ease when a request for acquiring said processed information is received from any one  
terminal unit of the terminal units.

Claim 63 (Currently Amended): The computer accessible recording medium  
according to claim 56, further comprising the step of:

performing alteration and addition onto said information processed by said  
information processing ~~means~~ unit.

Claim 64 (Currently Amended): The computer accessible recording medium  
according to claim 56, further comprising the step of:

setting a destination of information transmission performed by said information  
transmission ~~means~~ unit.

Claim 65 (Currently Amended): The computer accessible recording medium  
according to claim 56, further comprising the step of:

outputting said information processed by said information processing ~~means~~ unit  
through ~~the means of~~ at least one of [[,]] an image formation on a display device, a recording  
data on a paper sheet, or an audible voice.

Claim 66 (Currently Amended): The computer accessible recording medium  
according to claim 56, further comprising the step of:

transmitting said information processed by said information processing ~~means~~ unit, in  
ease when a request for acquiring said processed information is received from any one  
terminal unit of the terminal units.

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Claim 67 (Currently Amended): A computer accessible recording medium, tangibly embodying a program of instructions executable by a central control system included in a remote control system to perform method steps for controlling a plurality of apparatuses divided into a predetermined number of groups, the central control system including at least an image forming apparatus, based on information received by said central control system from said plurality of apparatuses, ~~said central control system being included in a remote control system~~, said steps comprising:

collecting, based on ~~said~~ apparatus information ~~presently received from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ apparatus when said apparatus information related to pre-maintenance and to expendable supplies and material is received by said central control system from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled, by an information collecting means;

processing said apparatus information received from any ~~one~~ apparatus of said plurality of apparatuses by first information processing means;

~~transmissively~~ connecting said central control system to respective terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses, and subsequently transmitting said information processed by said first information processing means;

accumulating said apparatus information, ~~in the case where~~ when said apparatus information is received from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled, said apparatus information being transmitted by first information transmitting means;

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retrieving, based on said apparatus information ~~presently received from said~~  
apparatus, said related information from all of said plurality of apparatuses included in all the  
groups ~~other than the one from which said information is originally transmitted, in case~~  
except said group corresponding to said apparatus when said apparatus information is  
received by said central control system from any one apparatus of said plurality of  
apparatuses, said apparatus information being retrieved by information retrieving means;

processing said related information by second information processing means, ~~said~~  
~~information received from any one of said plurality of apparatuses and retrieved by said~~  
~~information retrieval means;~~

~~transmissively~~ connecting said central control system to said terminal units provided  
by ~~[[a]]~~ said plurality of service centers so as to control said plurality of image forming  
apparatuses, and subsequently transmitting said information processed by said second  
information transmission means; and

determining whether an execution command is sent to any one of said information  
collection means, said first information processing means, said first information transmission  
means, said information retrieval means, said second information processing means, and said  
second information transmission means, ~~is allowed.~~

Claim 68 (Currently Amended): A remote control ~~means~~ system for controlling a  
plurality of apparatuses divided into a predetermined number of groups, said remote control  
system including at least an image forming apparatus, comprising:

central control means, comprising at least a computer means, for receiving  
information from said plurality of apparatuses and for remotely controlling said plurality of  
apparatuses based on said information; and

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information collection means for collecting, based on said apparatus information presently received from an apparatus of said plurality of apparatuses, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said information is received by said central control ~~system~~ means from any ~~one apparatus~~ of said plurality of apparatuses to be remotely controlled.

Claim 69 (Currently Amended): The remote control ~~means~~ system according to claim 68, further comprising:

information processing means for processing said information which is acquired by ~~any means of being received from said plurality of apparatuses and being~~ is collected by said information collection means; and

information transmission means for ~~transmissively~~ connecting to terminal units provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said information processing means[[:]].

Claim 70 (Currently Amended): The remote control ~~means~~ system according to claim 68, further comprising:

means for setting in advance of collecting said related information said apparatus information, for which said collection process by said information collection means is allowed.

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Claim 71 (Currently Amended): The remote control ~~means~~ system according to claim 68, wherein said information collected, from all of said plurality of apparatuses to be remotely controlled, by said information collection means is related to pre-maintenance.

Claim 72 (Currently Amended): The remote control ~~means~~ system according to claim 68, wherein said information collected, from all of said plurality of apparatuses to be remotely controlled, by said information collection means is related to expendable supplies and material.

Claim 73 (Currently Amended): The remote control ~~means~~ system according to claim 68, further comprising:

group setting means for setting a group in advance of collecting said related information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 74 (Currently Amended): The remote control ~~means~~ system according to claim 69, further comprising:

means for performing alteration and addition onto said information processed by said information processing means.

Claim 75 (Currently Amended): The remote control ~~means~~ system according to claim 69, further comprising:

means for setting a destination of information transmission performed by said information transmission means.

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Claim 76 (Currently Amended): The remote control ~~means~~ system according to claim 69, further comprising:

means for outputting said information processed by said information processing means through ~~the means of~~ at least one of ~~[[,]]~~ an image formation on a display device, a data recording on a paper sheet, or an audible voice.

Claim 77 (Currently Amended): The remote control ~~means~~ system according to claim 69, further comprising:

means for transmitting said information processed by said information processing means, ~~in case~~ when a request for acquiring said processed information is received from any ~~one~~ terminal unit of the terminal units.

Claim 78 (Currently Amended): A remote control ~~means~~ system for controlling a plurality of apparatuses divided into a predetermined number of groups, said remote control system including at least an image forming apparatus, comprising:

central control means, comprising at least computer means, for receiving information from said plurality of apparatuses and for remotely controlling said plurality of apparatuses based on said information;

information accumulation means for accumulating apparatus information, ~~in case~~ when said apparatus information is received by said central control means from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled; and

information retrieval means for retrieving, based on ~~said~~ apparatus information presently received ~~from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said

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apparatus when said apparatus information is received by said central control means from any ~~one~~ apparatus of said plurality of apparatuses.

Claim 79 (Currently Amended): The remote control ~~means~~ system according to claim 78, further comprising:

information processing means for processing said related information which is acquired ~~by any means of being received~~ from said plurality of apparatuses and ~~being is~~ retrieved by said information retrieval means; and

information transmission means for ~~transmissively connect~~ connecting to terminal means provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said information processing means.

Claim 80 (Currently Amended): The remote control ~~means~~ system according to claim 78, further comprising:

means for setting in advance of retrieving said related information, for which said ~~a~~ retrieval process by said information retrieval means is allowed.

Claim 81 (Currently Amended): The remote control ~~means~~ system according to claim 78, wherein said information which is acquired ~~by any means of being received~~ from said plurality of apparatuses and ~~being is~~ retrieved by said information retrieval means is related to pre-maintenance.

Claim 82 (Currently Amended): The remote control ~~means~~ system according to claim 78, wherein said related information acquired from all of said plurality of apparatuses



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to be remotely controlled by said information accumulation means is related to expendable supplies and material.

Claim 83 (Currently Amended): The remote control ~~means~~ system according to claim 78, further comprising:

group setting means for setting a group in advance of accumulating said related information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 84 (Currently Amended): The remote control ~~means~~ system according to claim 83, further comprising:

a plurality of communication adapters means connected to said plurality of image forming apparatuses for communicating with said central control means,

wherein said group setting means divides said plurality of image forming apparatuses into a number of groups each assigned to said communication adapters means.

Claim 85 (Currently Amended): The remote control ~~means~~ system according to claim 83, further comprising:

a plurality of communication adapters means connected to said plurality of image forming apparatuses for communicating with said central control means,

wherein said group setting means divides said plurality of image forming apparatuses into a number of groups each assigned to a predetermined number of said respective communication adapters means.

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Claim 86 (Currently Amended): The remote control ~~means~~ system according to claim 83, wherein said plurality of image forming apparatuses are interconnected by way of communication network means incorporating network control means, and wherein said group setting means divides said plurality of image forming apparatuses into a number of groups each assigned to an IP address in said communication network means.

Claim 87 (Currently Amended): The remote control ~~means~~ system according to claim 83,

wherein said plurality of image forming apparatuses are interconnected by way of communication network means incorporating network control means, and

wherein said group setting means divides said plurality of image forming apparatuses into a number of groups each assigned to a predetermined number of IP addresses in said communication network means.

Claim 88 (Currently Amended): The remote control ~~means~~ system according to claim 79, further comprising:

means for performing alteration and addition onto said information processed by said information processing means.

Claim 89 (Currently Amended): The remote control ~~means~~ system according to claim 79, further comprising:

means for setting a destination of information transmission performed by said information transmission means.

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Claim 90 (Currently Amended): The remote control ~~means~~ system according to claim 79, further comprising:

means for outputting said information processed by said information processing means through ~~the means of~~ at least one of ~~[[,]]~~ an image formation on a display device, a data recording on a paper sheet or an audible voice.

Claim 91 (Currently Amended): The remote control ~~means~~ system according to claim 79, further comprising:

means for transmitting said information processed by said information processing means, ~~in case where~~ a request for acquiring said processed information is received from any ~~one of the terminal units~~ terminal means.

Claim 92 (Currently Amended): A remote control ~~means~~ system for controlling a plurality of apparatuses divided into a predetermined number of groups, said remote control system including at least an image forming apparatus, comprising:

central control means, comprising at least computer means, for receiving information from said plurality of apparatuses and for remotely controlling said plurality of apparatuses based on said information;

information collection means for collecting, based on ~~said~~ apparatus information presently received from an apparatus of said of plurality apparatuses, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information is received by said central control means from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled;

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first information processing means for processing said apparatus information received from any ~~one~~ apparatus of said plurality of apparatuses;

first information transmission means for ~~transmissively~~ connecting to terminal means provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said first information processing means;

information accumulation means for accumulating related information, ~~in case~~ when said apparatus information is received ~~from any one of said plurality of apparatuses to be remotely controlled;~~

information retrieval means for retrieving, based on said apparatus information ~~presently received from said apparatus,~~ said related information from all of said plurality of apparatuses included in all the groups other than the one from which said information is originally transmitted, in case when said information is received by said central control means from any one of said plurality of apparatuses;

second information processing means for processing said apparatus information received from any ~~one~~ apparatus of said plurality of apparatuses and retrieved by said information retrieval means;

second information transmission means for ~~transmissively~~ connecting to the terminal means so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said second information processing means; and

means for determining whether or not an execution command is sent to ~~any~~ one of ~~processing steps;~~ said information collection means, said first information processing means, said first information transmission means, said information retrieval means, said second information processing means, and said second information transmission means.

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Claim 93 (Currently Amended): A central control ~~means~~ system for controlling a plurality of apparatuses divided into a predetermined number of groups, the central control system including at least an image forming apparatus, based on information received by said central control means from said plurality of apparatuses, said central control means being included in remote control means, comprising:

information collection means for collecting, based on said apparatus information presently received from an apparatus of said plurality of apparatuses, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information related to pre-maintenance and to expendable supplies and material is received by said central control ~~means~~ system from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled.

Claim 94 (Currently Amended): The central control ~~means~~ system according to claim 93, further comprising:

information processing means for processing said related information which is acquired ~~by any means of being received~~ from said plurality of apparatuses and ~~being is~~ collected by said information collection means;

information transmission means for ~~transmissively~~ connecting to a plurality of terminal means provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said related information processed by said information processing means;

Claim 95 (Currently Amended): The central control ~~means~~ system according to claim 93, further comprising:

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means for setting in advance of collecting said information said apparatus information, for which said collection process by said information collection means is allowed.

Claim 96 (Currently Amended): The central control ~~means~~ system according to claim 93, further comprising:

group setting means for setting a group in advance of collecting said apparatus information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 97 (Currently Amended): The central control ~~means~~ system according to claim 94, further comprising:

means for performing alteration and addition onto said related information processed by said information processing means.

Claim 98 (Currently Amended): The central control ~~means~~ system according to claim 94, further comprising:

means for setting a destination of information transmission performed by said information transmission means.

Claim 99 (Currently Amended): The central control ~~means~~ system according to claim 94, further comprising:

means for outputting said information processed by said information processing means through ~~the means of~~ at least one of [[,]] an image formation on a display device, a recording data on a paper sheet or an audible voice.

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Claim 100 (Currently Amended): The central control ~~means~~ system according to claim 94, further comprising:

means for transmitting said information processed by said information processing means, ~~in case~~ when a request for acquiring said processed information is received from any ~~one of the~~ terminal means of said plurality of terminal means.

Claim 101 (Canceled).

Claim 102 (Currently Amended): A central control ~~means~~ system for controlling a plurality of apparatuses divided into a predetermined number of groups, said central control system including at least an image forming apparatus, based on information received by said central control means from said plurality of apparatuses, said central control ~~means~~ system being included in a remote control ~~means~~ system, comprising:

information accumulation means for accumulating information, ~~in case~~ when said information is received by said central control ~~means~~ system from any one apparatus of said plurality of apparatuses to be remotely controlled; and

information retrieval means for retrieving, based on ~~said apparatus~~ information ~~presently received from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said apparatus information related to pre-maintenance and to expendable supplies and material is received by said central control ~~means~~ system from any one apparatus of said plurality of apparatuses.

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Claim 103 (Currently Amended): The central control ~~means~~ system according to claim 102, further comprising:

information processing means for processing said information which is acquired by ~~any means of being received~~ from said plurality of apparatuses and ~~being~~ is retrieved by said information retrieval means; and

information transmission means for ~~transmissively~~ connecting to a plurality of terminal means provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmitting said information processed by said information processing means;

Claim 104 (Currently Amended): The central control ~~means~~ system according to claim 102, further comprising:

means for setting in advance of retrieving said related said information, for which said retrieval ~~process~~ by said information retrieval means is allowed.

Claim 105 (Currently Amended): The central control ~~means~~ according to claim 102, further comprising:

group setting means for setting a group in advance of retrieving said related information by dividing said plurality of image forming apparatuses into [[a]] said predetermined number of groups.

Claim 106 (Currently Amended): The central control ~~means~~ system according to claim 103, further comprising:

means for performing alteration and addition onto said information processed by said information processing means.



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Claim 107 (Currently Amended): The central control ~~means~~ system according to claim 103, further comprising:

means for setting a destination of information transmission performed by said information transmission means.

Claim 108 (Currently Amended): The central control ~~means~~ system according to claim 103, further comprising:

means for transmitting said information processed by said information processing means, in case when a request for acquiring said processed information is received from any ~~one of the terminal means~~ of said plurality of terminal means.

Claim 109 (Currently Amended): A central control ~~means~~ system for controlling a plurality of apparatuses divided in a predetermined number of groups, said central control system including at least an image forming apparatus, based on information received by said central control means from said plurality of apparatuses, said central control ~~means~~ system being included in a remote control ~~means~~ unit, comprising:

information collection means for collecting, based on ~~said information presently received from an apparatus of said plurality of apparatuses~~, related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except a group corresponding to said apparatus when said information related to pre-maintenance and to expendable supplies and material is received by said central control ~~means~~ system from any ~~one~~ apparatus of said plurality of apparatuses to be remotely controlled;

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first information processing means for processing said related information received from any one apparatus of said plurality of apparatuses;

first information transmission means for ~~transmissively~~ connecting to a plurality of terminal means provided by a plurality of service centers so as to control said plurality of image forming apparatuses and subsequently transmit said related information processed by said first information processing means;

information accumulation means for accumulating said related information, ~~in case~~ when said apparatus information is received from any one apparatus of said plurality of apparatuses to be remotely controlled;

information retrieval means for retrieving, based on said apparatus information ~~presently received from said apparatus, said~~ related information from all of said plurality of apparatuses included in all the groups ~~other than the one from which said information is originally transmitted, in case~~ except said group corresponding to said apparatus when said apparatus information is received by said central control ~~means~~ system from any one apparatus of said plurality of apparatuses;

second information processing means for processing said apparatus information received from any one apparatus of said plurality of apparatuses and retrieved by said information retrieval means;

second information transmission means for ~~transmissively~~ connecting to the plurality of terminal means so as to control said plurality of image forming apparatuses and subsequently transmit said information processed by said second information processing means; and

means for determining whether or not an execution command is sent to any one of ~~processing steps~~, said information collection means, said first information processing means,

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said first information transmission means, said information retrieval means, said second information processing means, and said second information transmission means.